CREW AREA MOBILE APP USER GUIDE

Version 1.0.0 Last review: 14/03/2023	COSTA EUROPE COSTA ASIA AIDA

Index

1   Mobile App Installation

1.1   Website Access

Access your Crew Zone/Crew Portal using the following address, <mark>**do not** use the links you might have previously saved in your favorites but access via the new links indicated below</mark>:

Shore:

https://crewzone.costa.it (Costa Europe)

https://crewzoneasia.costa.it (Costa Asia)

https://crewportal.aida.de (Aida)

Ship:

https://crewzone.wifi (Costa Europe and Costa Asia)

https://crewzone-[SHIPNAME].costa.it/ (Costa Europe and Costa Asia)

https://crewportal.[SHIPNAME].aida.de (Aida)

Costa Europe, Costa Asia, Aida

You can access your Crew Zone/Crew Portal directly from the xcontrol platform, by clicking on the link "crewzone" placed below the paragraph "free sites"/"siti gratis" as you can see in the following picture:
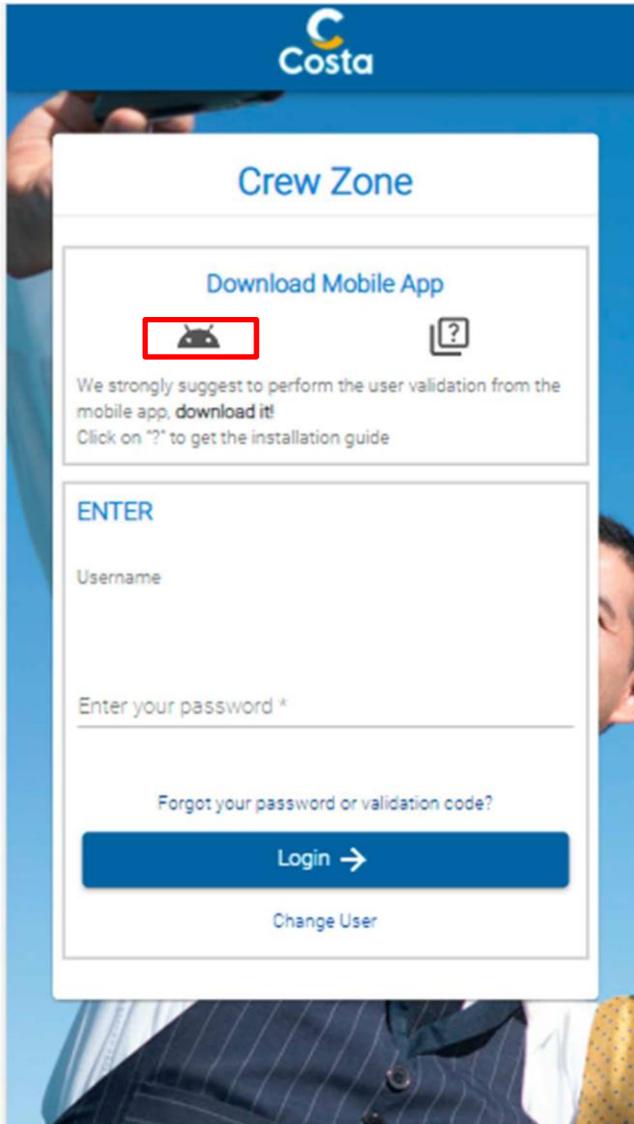
1.2   Android Mobile App Installation

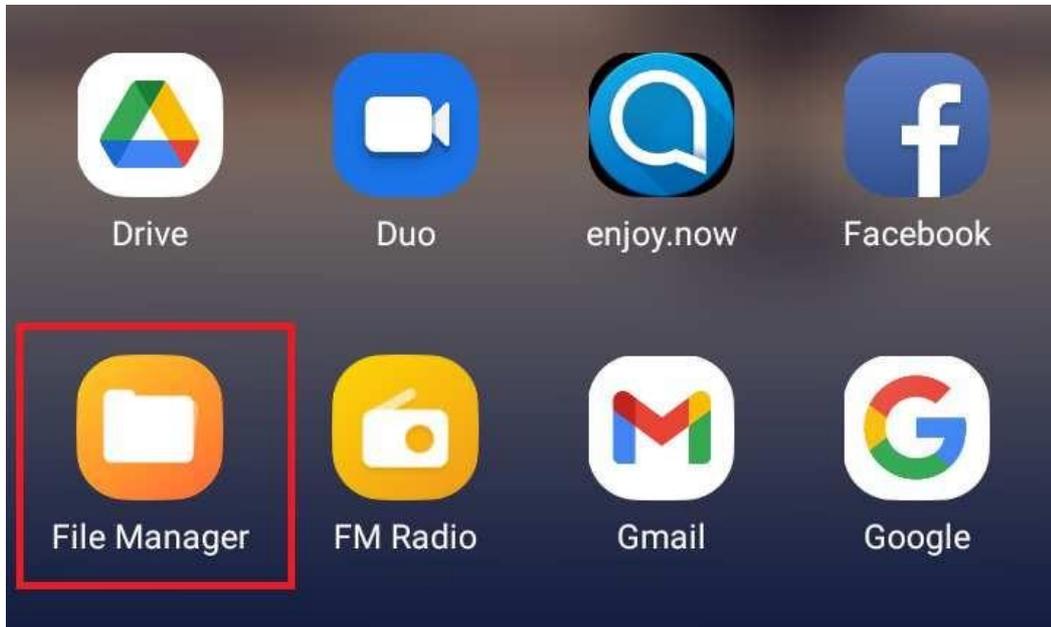On the Sign-in page enter your Username / ID Number and tap "**NEXT**":
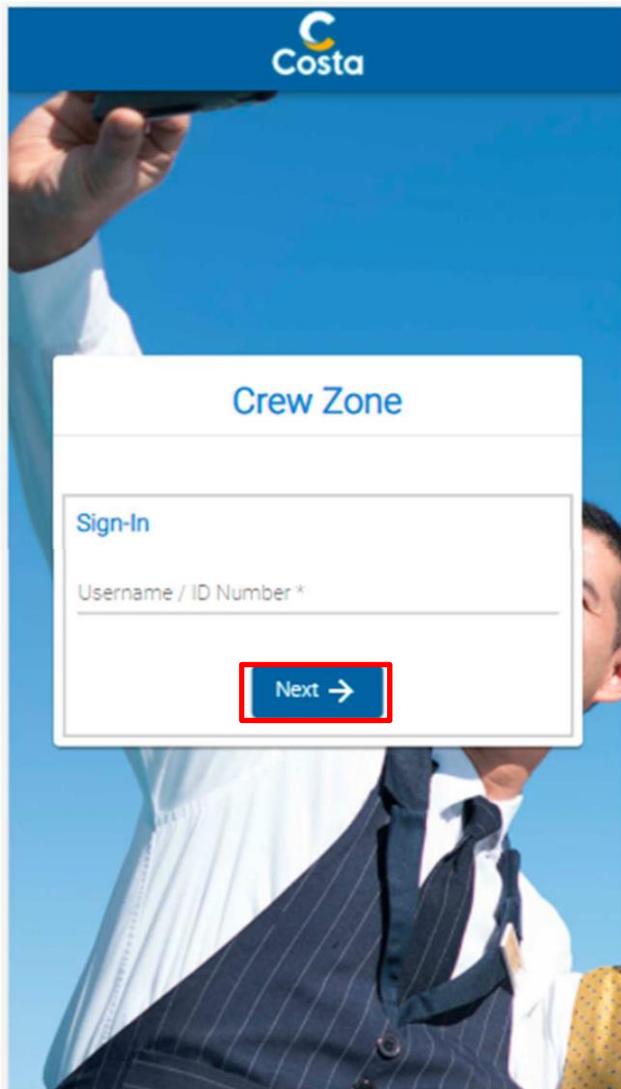
On the login page tap the Android icon on the left of the "Download Mobile App"box to download the **CrewArea.apk** installation file:
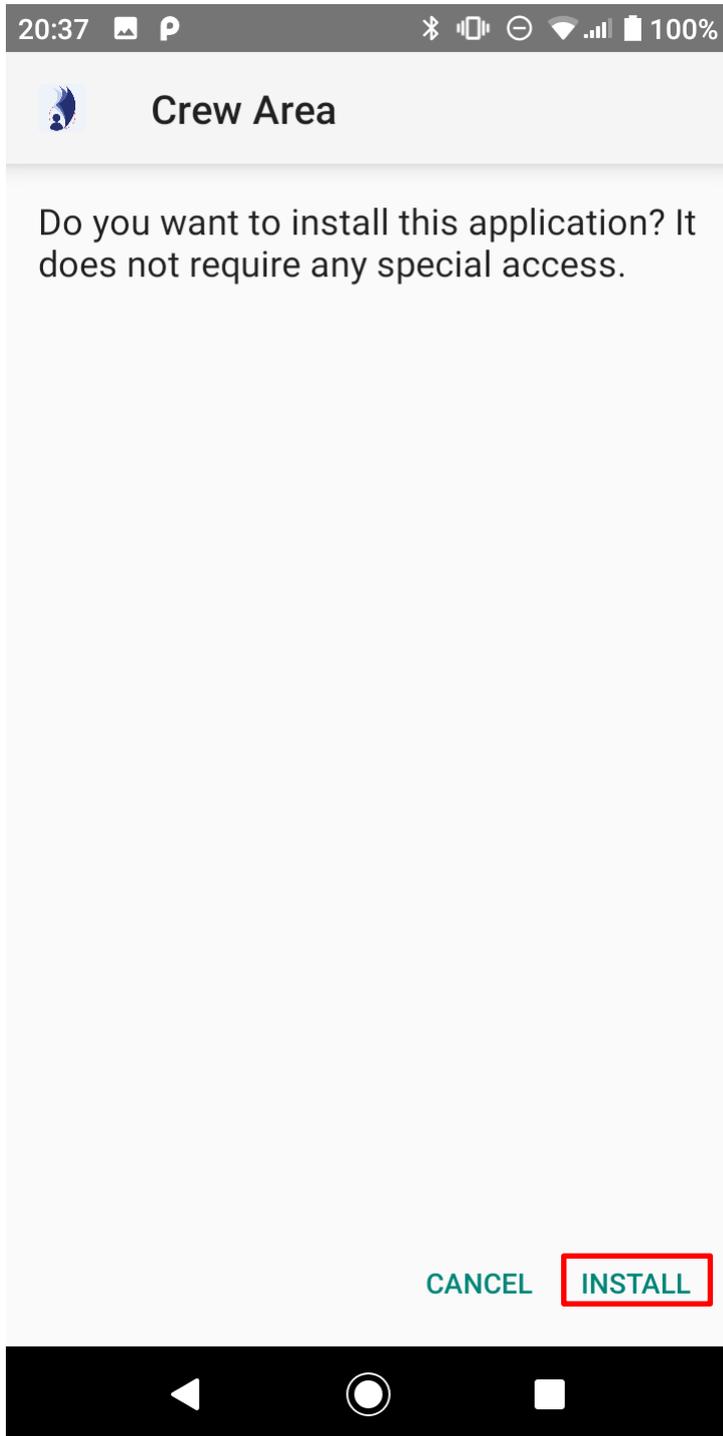
On your device, go to Tools, folder Files.

Note that location and names could change depending on your device model (look for the default **File Manager** folder):
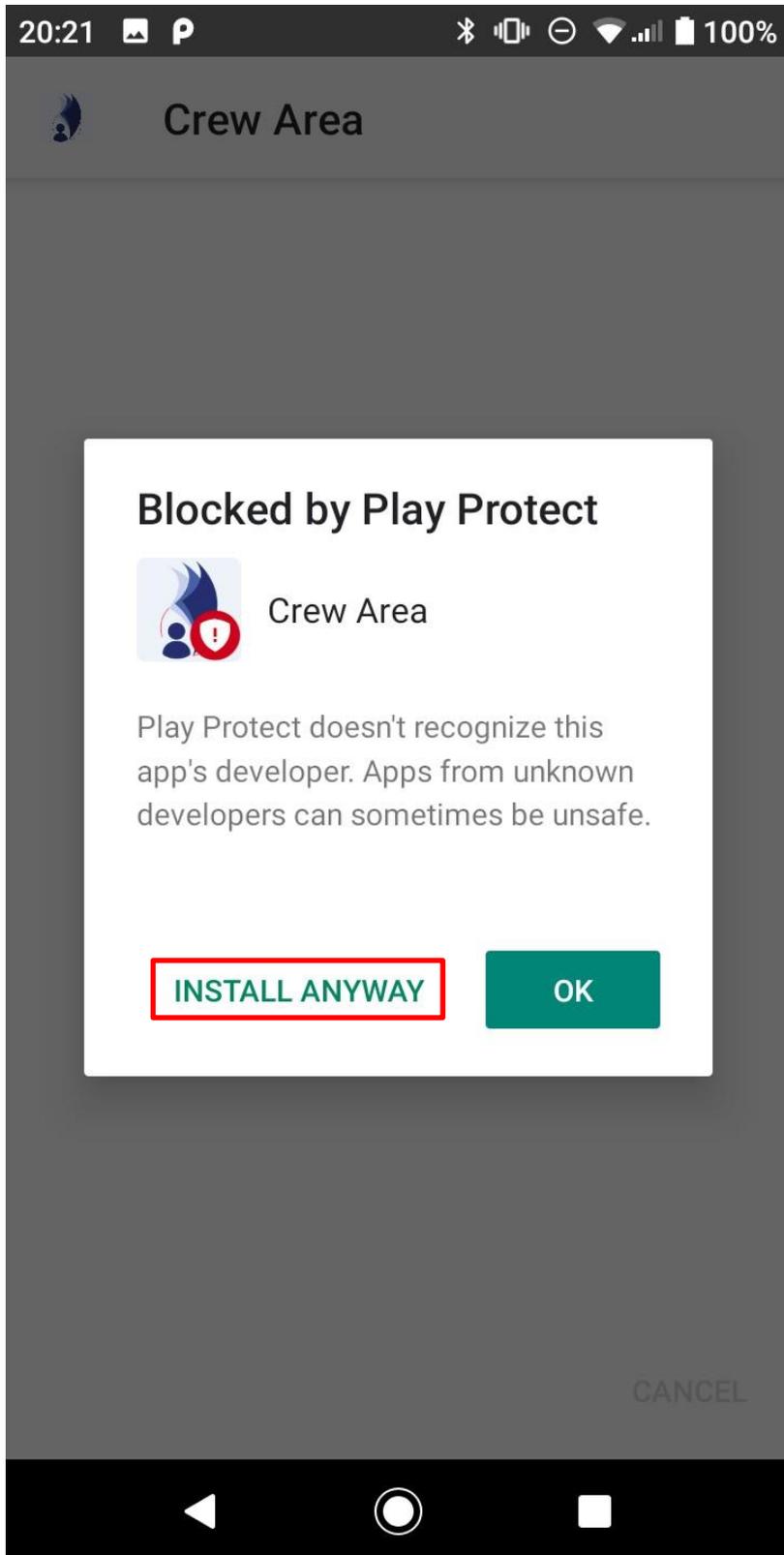

Open the Archives or the Download folder and locate the **CrewArea.apk** file and tap on it.
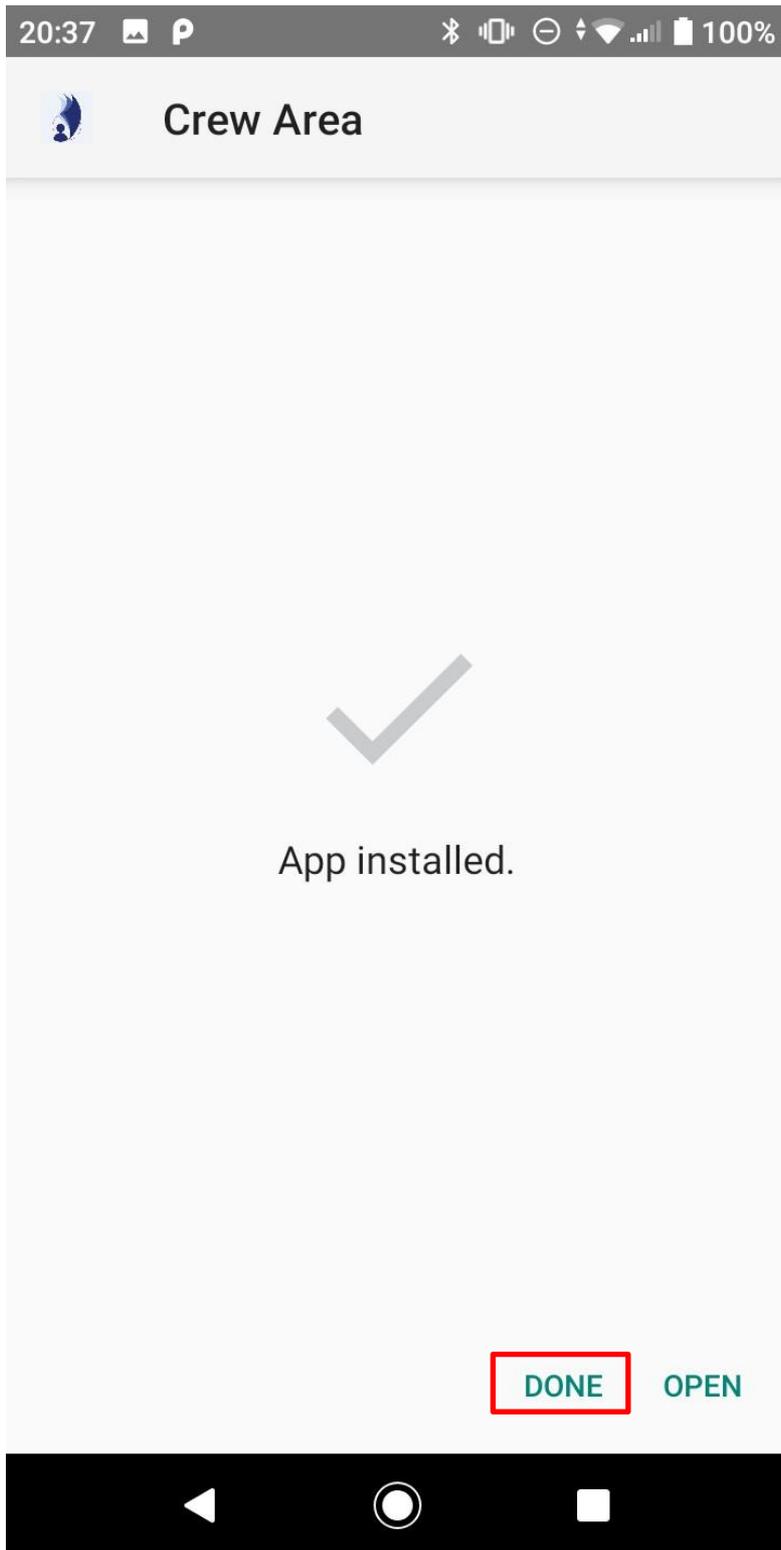
Tap "**INSTALL**" to confirm the installation:

If on your device "Play Protect" is active, a "*Blocked by Play Protect*" warning is displayed. Please tap "**INSTALL ANYWAY**" to continue the installation:
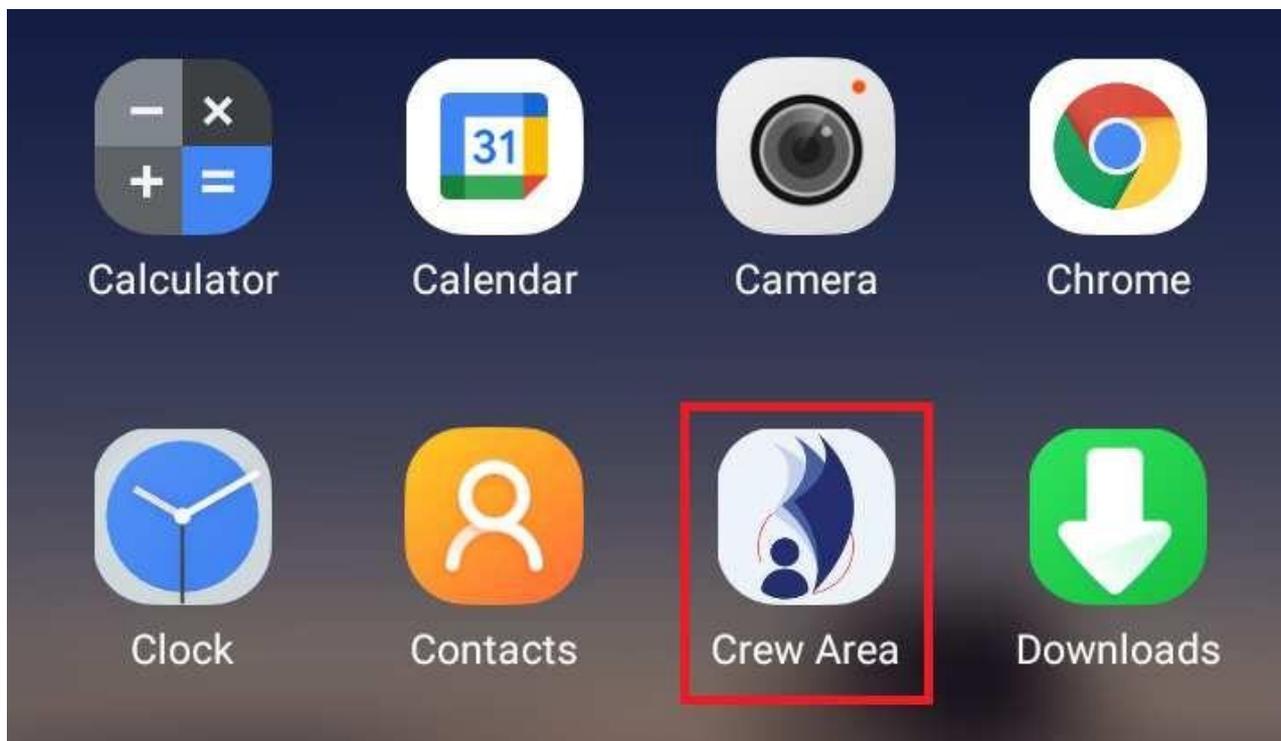
If on your device "Play Protect" is active, a "*Send app for scanning?*"
prompt is displayed. Please tap "**DON'T SEND**" to complete the installation:
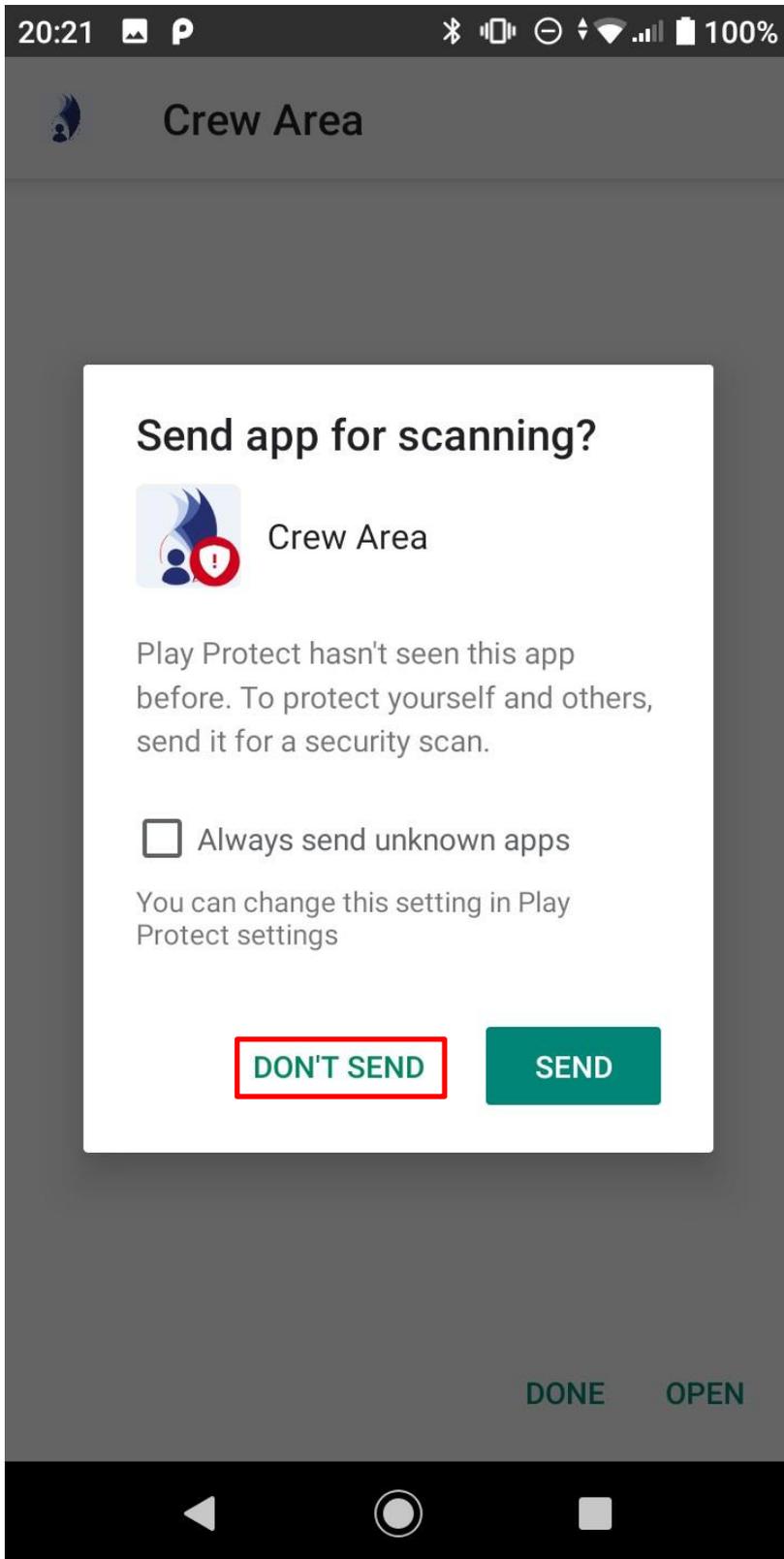
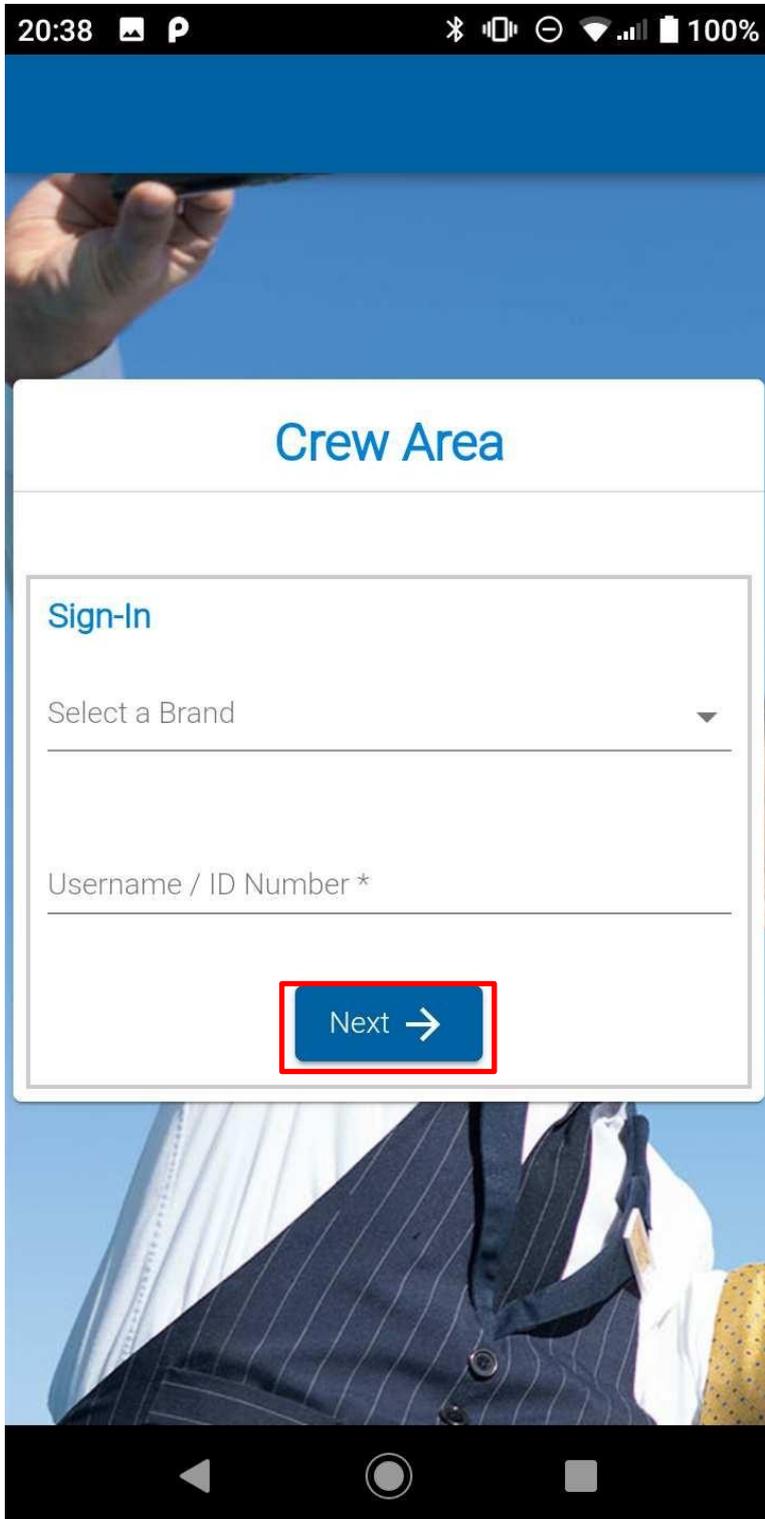When the installation is finished tap "**DONE**":

To open the App tap on the following **Crew Area** icon:

When the Sign-in page is displayed select your Brand, enter your Username / IDNumber and tap the "**NEXT**" button:

The Login page is displayed and from here you can continue as usual.

1.3 Mobile App Version Change

When in your device is installed an App version different from the current version, when you open the App in the Login page is displayed the "Download Mobile App" box with a warning:
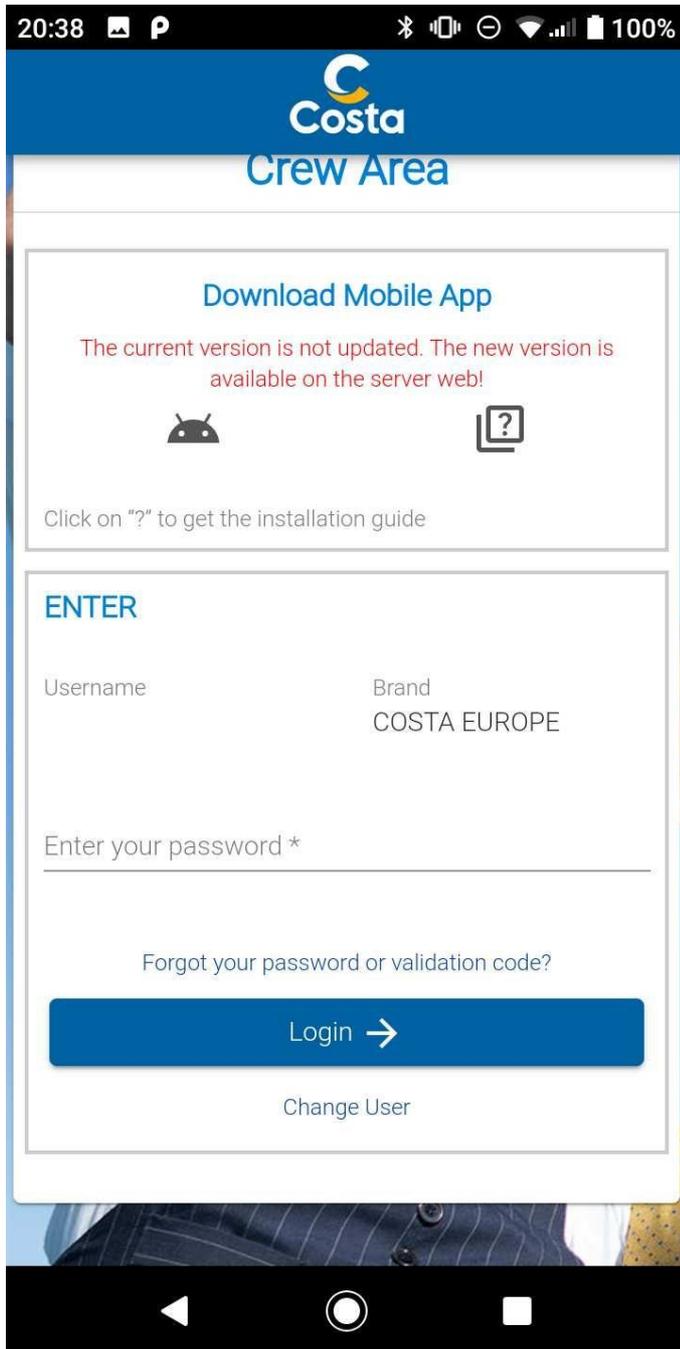

You can download and install the current App version following the instructions in the chapter "1.2 Android Mobile App Installation" at page 4 or

in the chapter "1.4 iOS Mobile App Installation".

 The first time you download the files from the Mobile App you will be asked to confirm the permission to access the Download Folder. Please tap "**ALLOW**" to confirm:
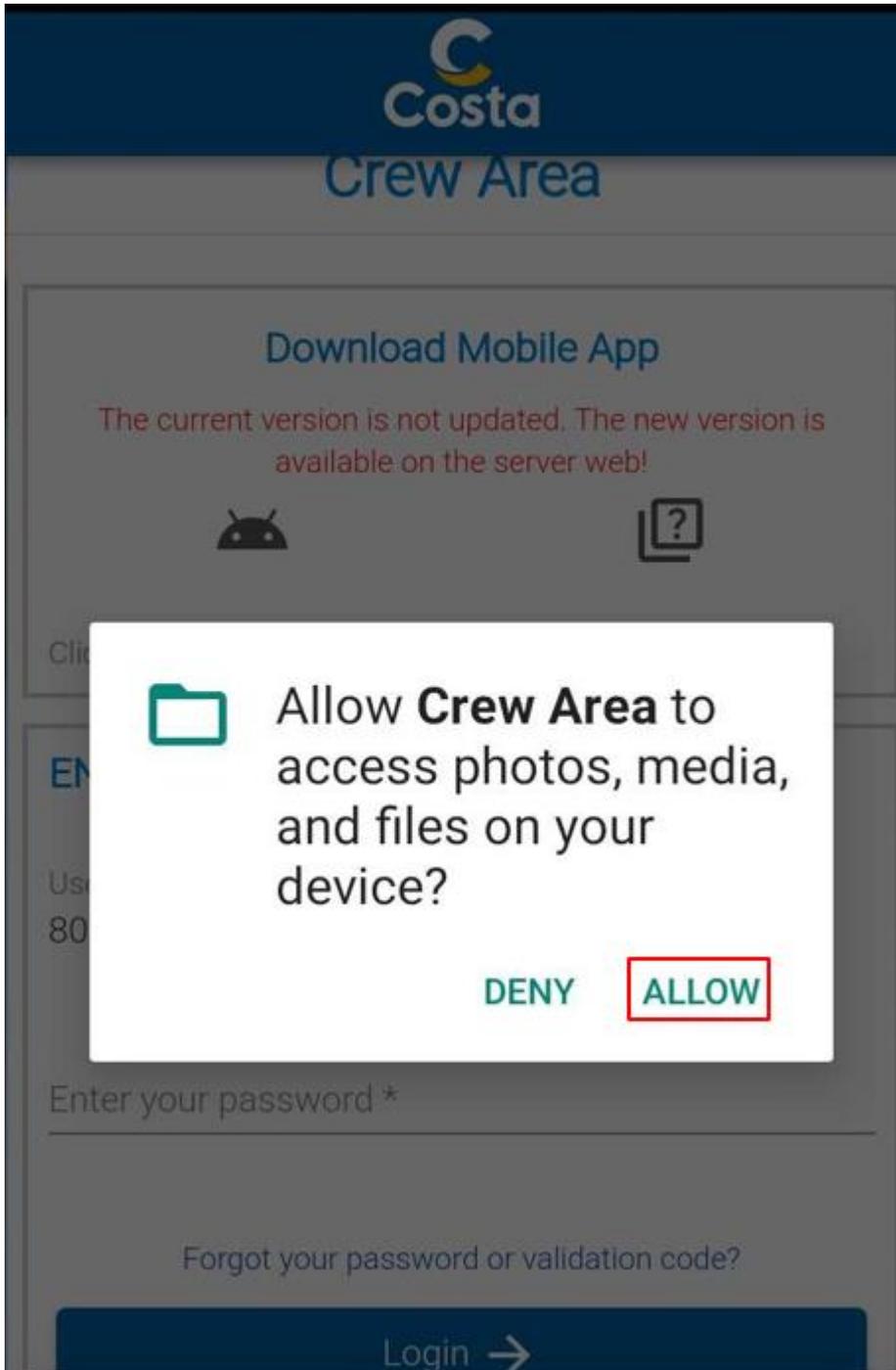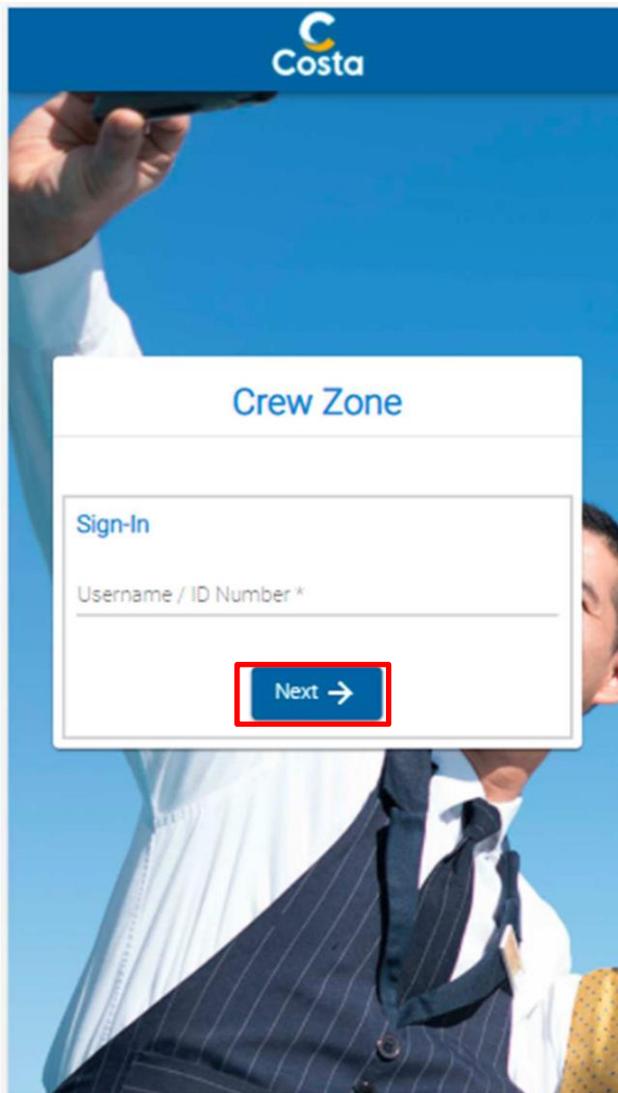
When you install an App update, the first screen of the installation display the following message, please tap "**INSTALL**"
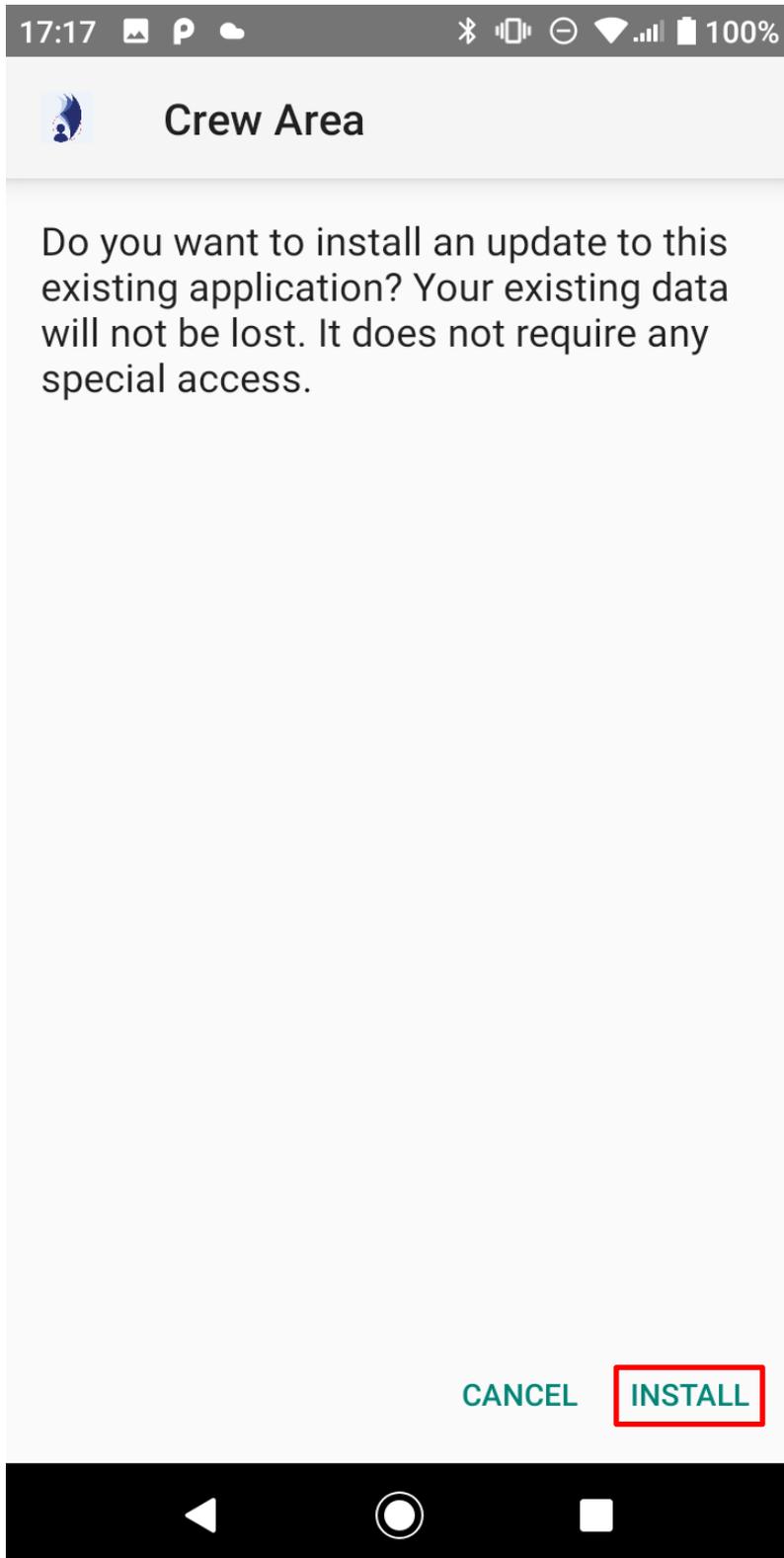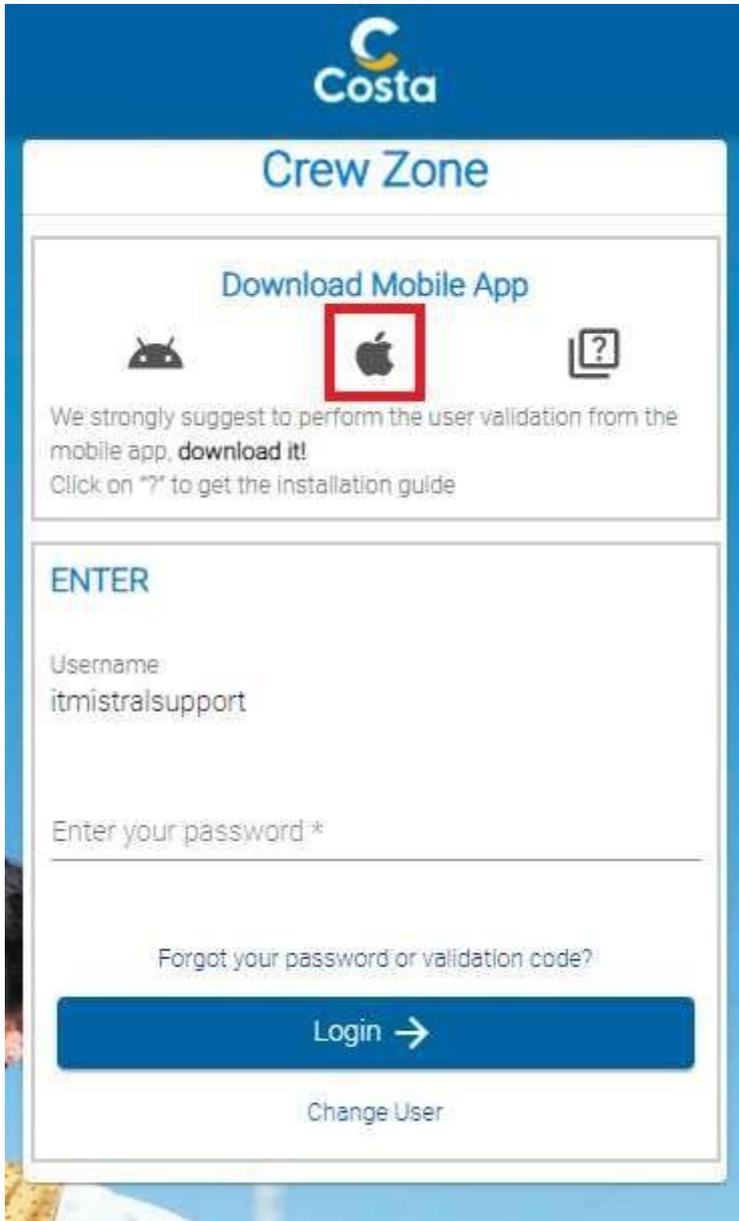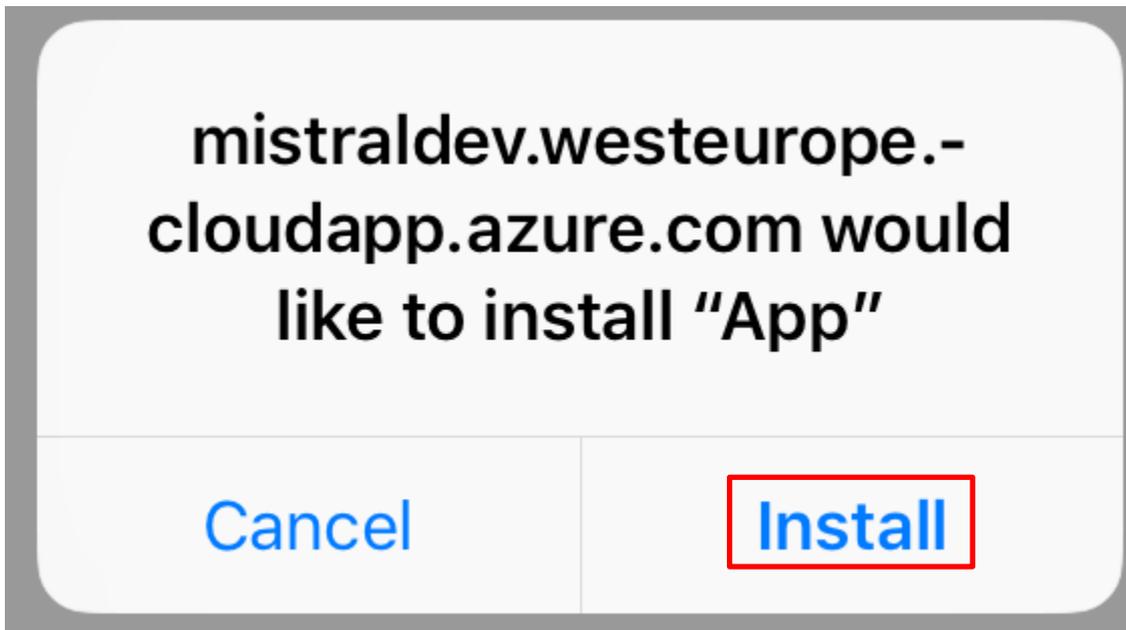
1.4 iOS Mobile App Installation

Open the Crew Area site in Safari web browser. In the Sign-in page enter your Username / ID Number and tap "**NEXT**":

On the login page tap the iOS icon in the "Download Mobile App" box to install the iOS App:

A confirmation message will be displayed. Tap "**Install**" to confirm the installation:
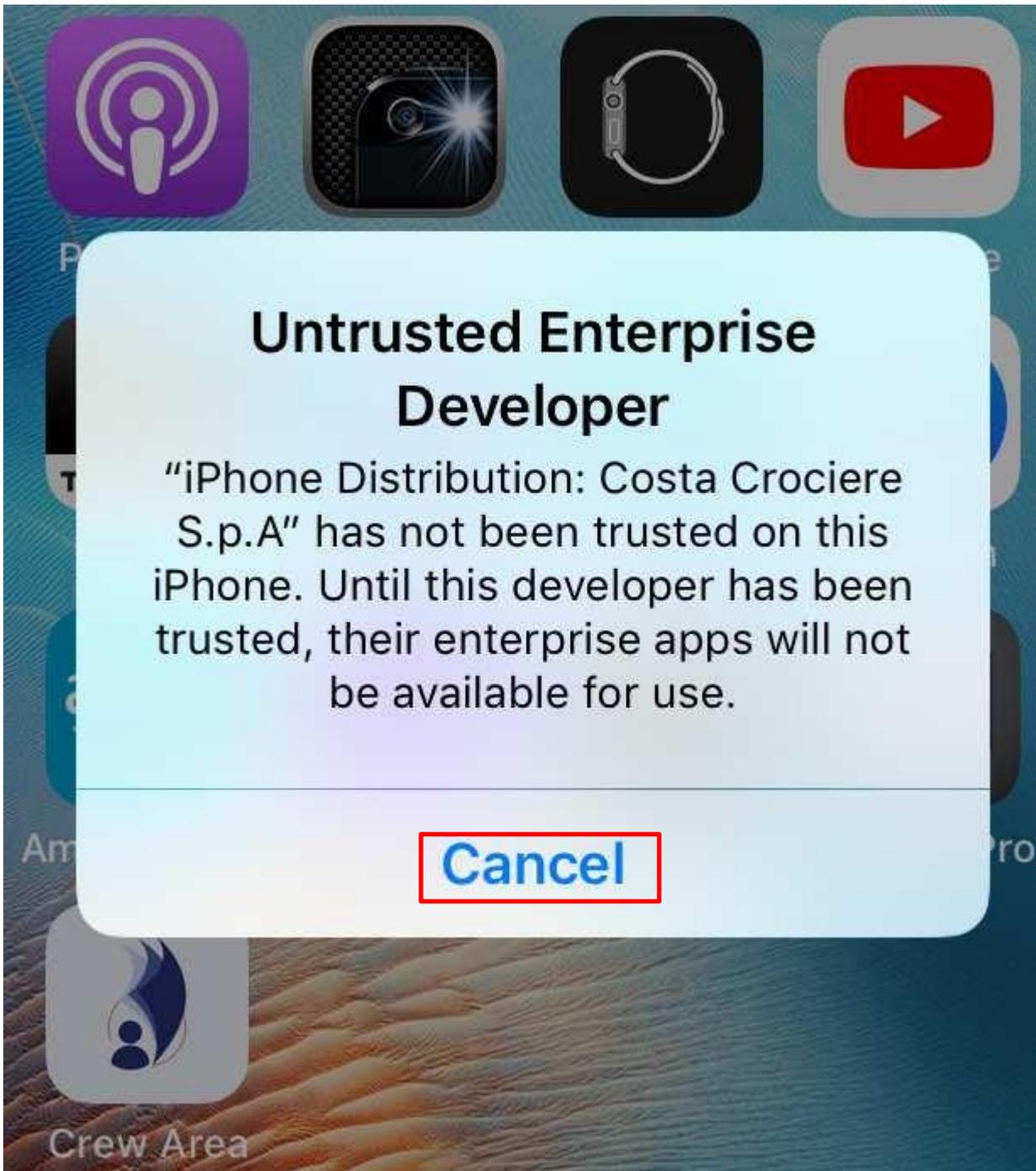

When the installation is completed tap the "Crew Area" App icon:

Only the first time you install the Crew Area App, if you don't have already trusted "Costa Crociere S.p.A" as Enterprise Developer on you iPhone the following warning will be displayed.

Tap "**Cancel**" and execute the next step.

<mark>**ATTENTION**: You must be connected to the Internet to perform the operations described below.</mark>

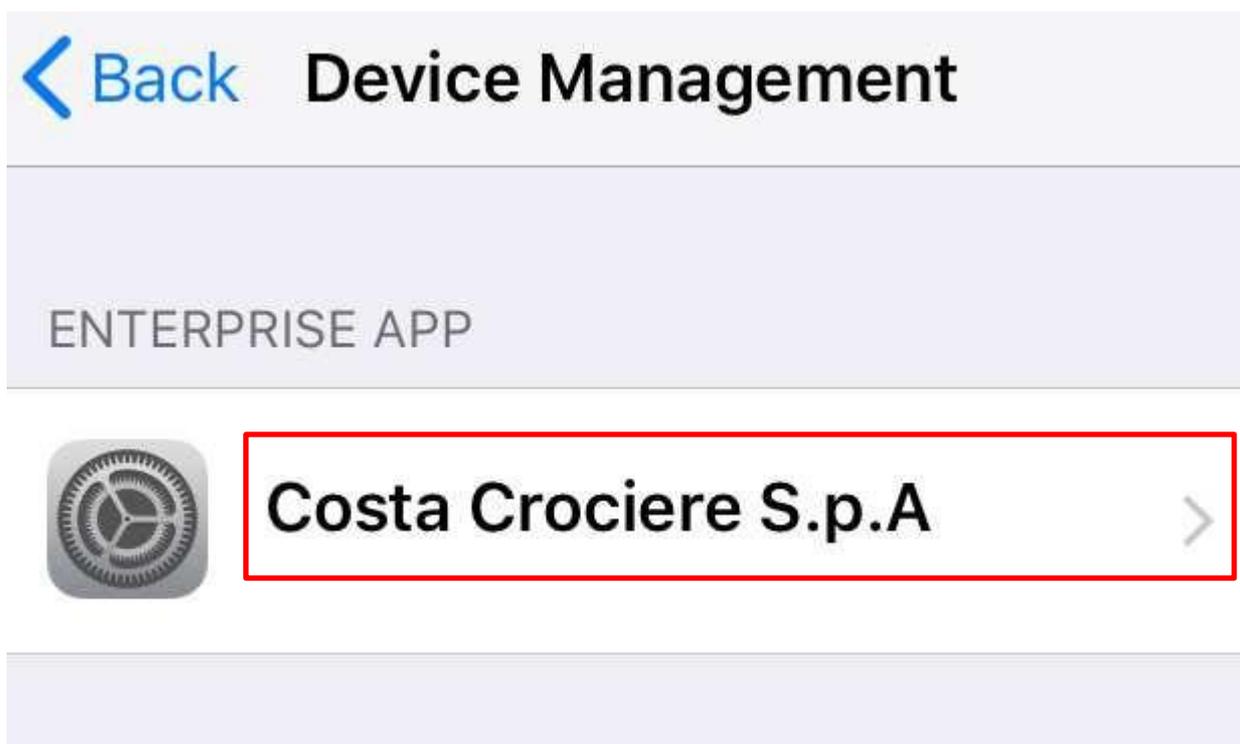Open the "**Settings -› General**" section by tapping the following icon and

next"**General**":

Tap "**Device Management**".

The list of the Enterprise Developers of the Apps installed on you iPhone will be displayed and tap "**Costa Crociere S.p.A**".

The list of the Apps of Costa Crociere S.p.A. developer will be displayed, Tap '**Trust "Costa Crociere S.p.A"**':

The following confirmation message will be displayed, tap "**Trust**" to confirm the operation.
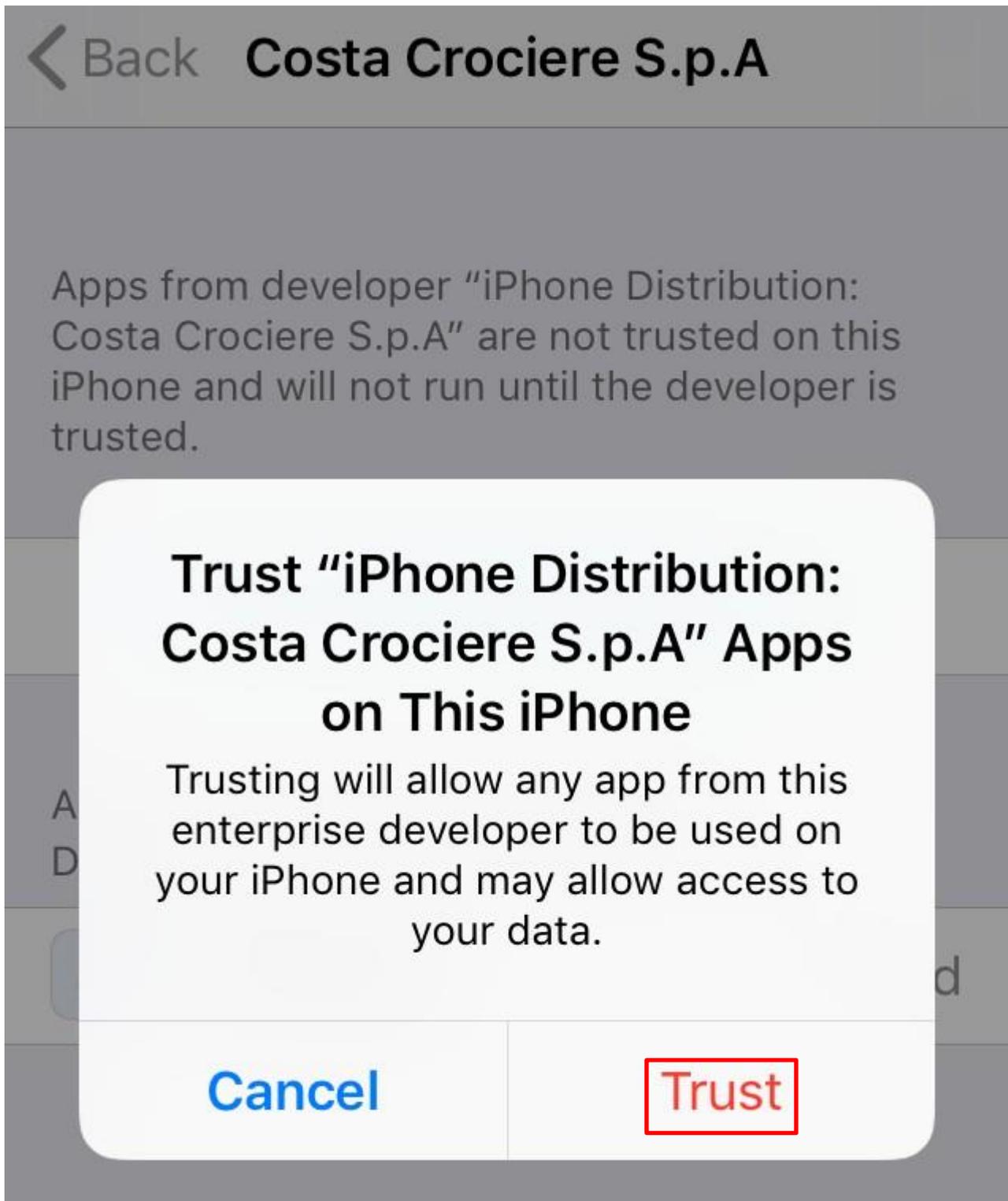
After the trust is completed, the screen below will be displayed.

Now you can close the Settings and open the "Crew Area" App by tapping the icon:

ATTENTION: You might need periodically to perform again the same operations and steps described above to verify again the app (**see pages 20-25**).

1.5 Mobile Device Login

In case of **FIRST ACCESS OR IF YOU NEED TO SET A NEW PASSWORD**, click on the button "*Forgot your password or validation code?*" and follow the instructions in the following pages of this user guide.
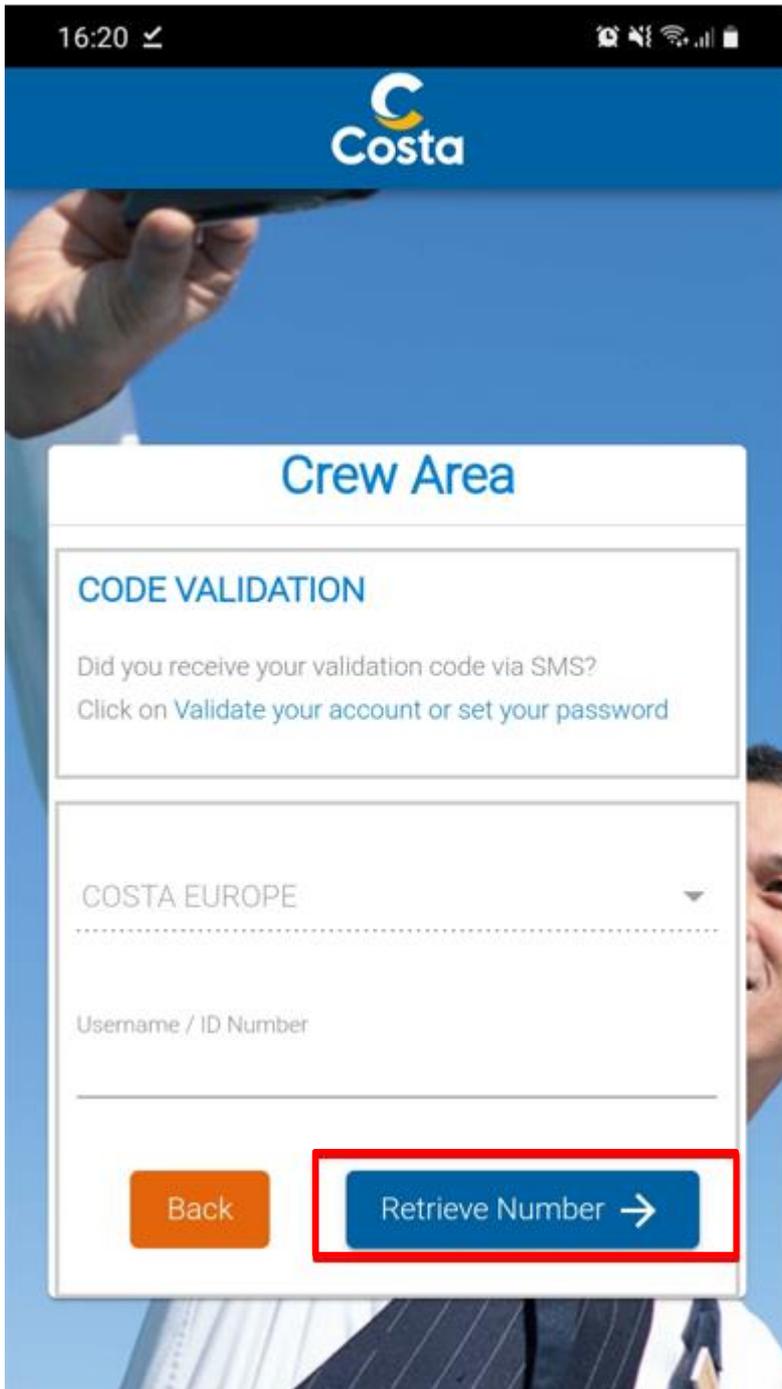
From the **SECOND ACCESS** onwards, you will simply have to click on the **LOGIN** button to access the app.

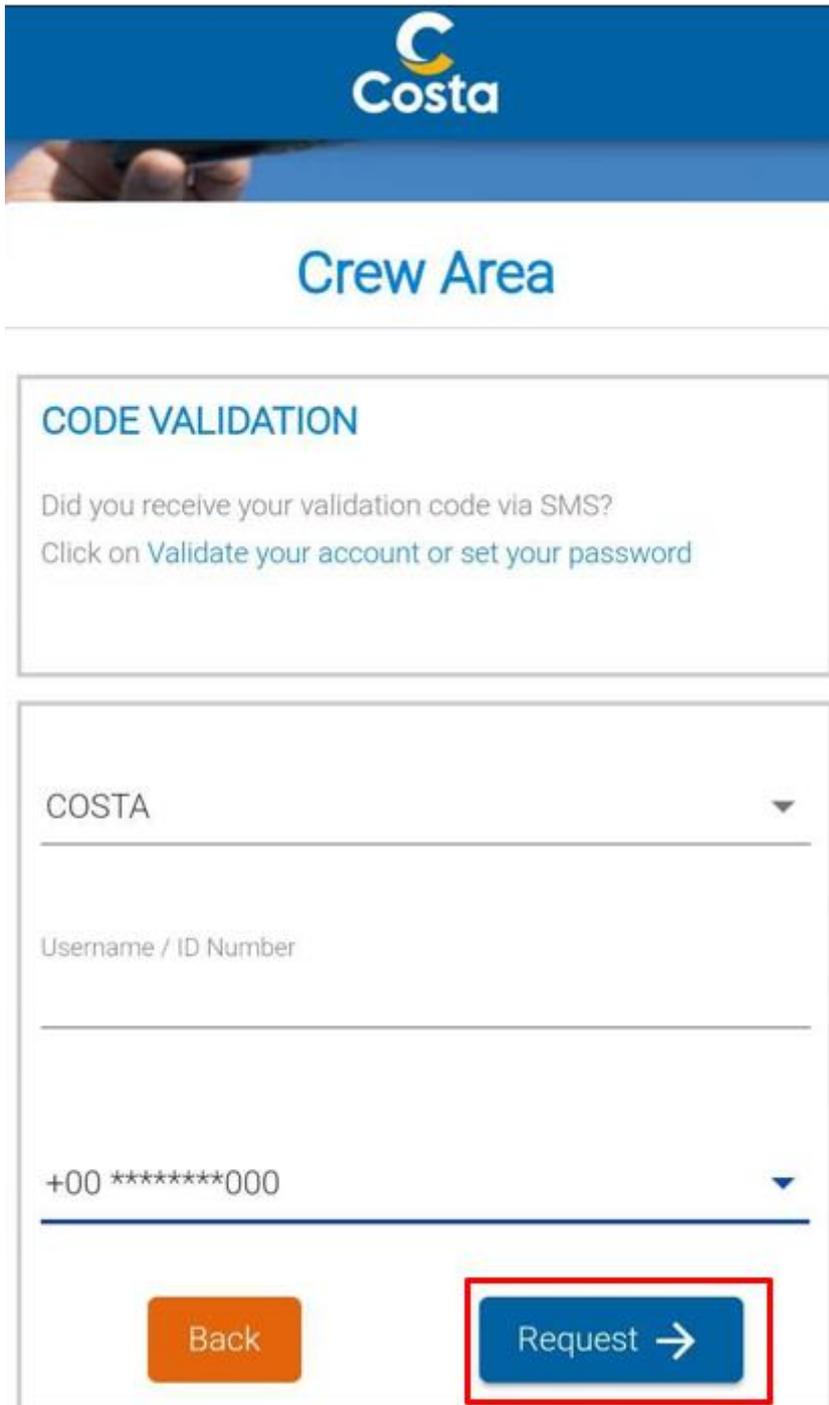If your device is not already registered, the following message will pop up:
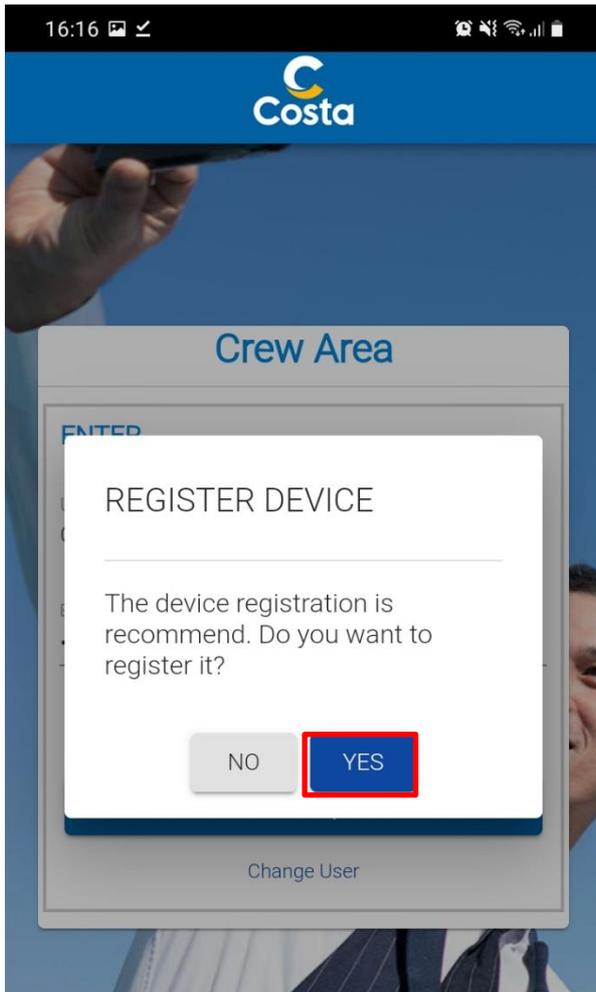
Click on "*YES*" to register your device.

To display your phone numbers, registered in Mistral, tap the "**RETRIEVE NUMBER**" button:

To get the Validation Code select the phone number chosen and tap the
"**REQUEST**" button:

When you receive your Validation Code tap the "**Validate your account or set your password** link.

To set Your Password enter the validation code that you have received, a new password and tap the "**SET PASSWORD & LOGIN**" button:

Username and Password are automatically stored in the app after every login.

If you want the app to forget your credentials, log out using the "EXIT" icon:
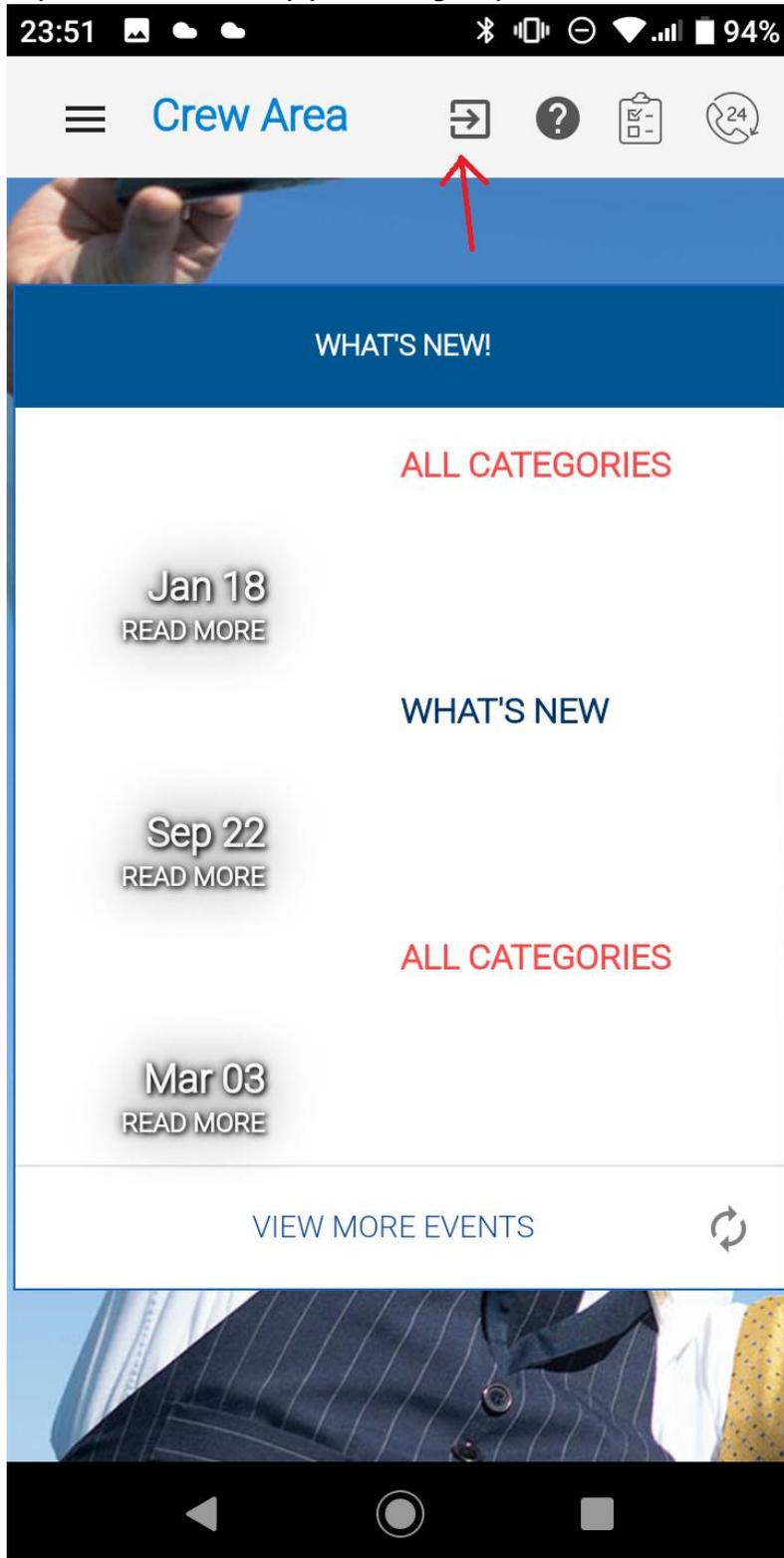
Instead, simply by closing the app, the credentials will be remembered the next time you log in: